

SPTF Spotlight: Highlighted SPM Resources

Why is Measuring Outcomes Essential?

The mission of [IDEPRO Desarrollo Empresarial](#) (IDEPRO), a Bolivian development finance institution, is to contribute to the improved productivity, incomes, and employment of rural and urban small producers and micro and small enterprises with specialized products and services.



However in 2005, an external consultant's evaluation showed that the credit and business development services were not spurring meaningful change. So IDEPRO set out to improve the outcomes by creating new products and implementing an outcomes monitoring system.

This [case study](#) demonstrates that measuring outcomes is essential to determine whether an organization is achieving its social mission. Second, strategic use of outcomes data can help an organization advance that mission.

SPTF GUIDANCE NOTE



Universal Standards Implementation Guide: Taking Action

Learn how to use the Implementation Guide as a one-stop-shop to implement the Universal Standards and improve your social performance management practices. Gain valuable insights in the SPTF [Guidance Note series # 2](#).

SPM STANDOUT



AzerCredit

This [case study](#) describes how [AzerCredit](#) developed their Code of Ethics, trained staff on the Code and integrated it into their operations, including internal audit and staff evaluation.

AzerCredit social rating in 2011 was "BB+."

SOCIAL INVESTOR WORKING GROUP



Webinars and Other News

The Smart Campaign held a [webinar](#) on the latest updates on responsible pricing standards and indicators for Smart Certification 2.0."

On a similar topic, on April 25 at 10 a.m. EDT, we will hold a [webinar](#) on pricing transparency from the investor perspective with guest speakers from Proparco and Grassroots Capital.

OUTCOMES WORKING GROUP



Indicators to Measure Outcomes

Listen to this recorded [webinar](#) to identify relevant practical indicators to measure changes and the steps that lead to changes. Get tips on how to develop a menu of outcomes indicators.

For those who haven't seen it yet, the Stanford Social Innovation Review (SSIR) published an SPTF [article](#) titled "What Impact Investors Can Learn from the Microfinance Industry."



Ensure Board, Management, and Employee Commitment to Social Goals – Universal Standards Dimension 2

Listen to these past recorded webinars, where experts provide practical advice, to learn how to engage and empower Board members to implement a social strategy.

* Session 1: [Audio Recording](#)

* Session 2: [Audio Recording](#)

* Session 3: [Audio recording](#)

[Sign up](#) for our newsletter to get monthly updates on upcoming webinars.



Implementation Guide, Chapter 3

This month's featured resource is the Universal Standards Implementation Guide [Chapter 3](#) (page 46), which describes how to implement the Universal Standards.



Resources and References

Explore the resources below for tools and guidance to help strengthen your social performance management and achieve your social and financial goals.

[Universal Standards for Social Performance Management](#)

[CGAP Brief on the Universal Standards Implementation Guide](#)

[Universal Standards Implementation Guide](#)

[SPI4 Tool](#)

[SPTF Guidance Notes](#)

[SPTF Resource Center](#)

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